

### Special Collections/Bulk Waste Pick-up

\* **Special collection** refers to the removal of **large bulky items and other items that will not fit in the container** including appliances, furniture, mattresses, limited quantities of construction debris, and boxes, etc. from move-ins.

\* Appliances to be collected must be **free of debris**.

\* These items are collected on your regular collection day with your other household waste, **but collection must be scheduled**. Up to 12 special collections per year are permitted.

\* A minimum fee of \$75 up to a maximum fee of \$15 per cubic yard will be charged special collections exceeding the permitted 12 or for bulk waste in excess of 3 cubic yards.

\* **Call 441-5813** between 7:00 a.m. and 5:00 p.m., Monday through Friday, to schedule a special collection.

\* **Call or e-mail your request no later than 3:00 p.m. on the day before the regular collection day to schedule a pickup.** You may visit the website at: [www.norfolk.gov/publicworks/bulkywaste.asp](http://www.norfolk.gov/publicworks/bulkywaste.asp). Requests received after 3:00 p.m. will be scheduled for the following week.

\* Items for collection should be placed in front of the service location at the curb or street line **no earlier than 5:00 p.m.** on the day before collection and **no later than 7:00 a.m.** on the day of collection

\* Call for pickup of a dead animal in the public right of way. Dead animals may be removed from private property for a \$30.00 fee.

### Recycling

\* Please participate in **curbside recycling** in your neighborhood. Call Keep Norfolk Beautiful at 441-1347 to request a blue recycling cart.

\* If you do not have curbside service, please take your recyclable materials to one of these drop-off facilities:

- ♦ **Government Ave** just past Ocean View School
- ♦ **300 17th Street** at Armistead Avenue
- ♦ **Security Lane** next to Norfolk Technical Vocational School off Military Hwy.

\* If you have questions about what is and is not recyclable, call Keep Norfolk Beautiful at **441-1347** or **SPSA Recycling at 548-2256**.

### Unacceptable Household Hazardous Waste

\* **Paint products, pesticides, automotive products, household cleaners, solvents and other chemicals must not be placed in the container.**

\* Call SPSA Household Hazardous Waste Collection Facility at 623-6610 for information on how to dispose of these products or visit [www.SPSA.com](http://www.SPSA.com).

\* Dangerous items such as glass or sharp objects, which may pose a hazard to solid waste personnel, **will not** be collected unless securely packaged.

\* **Only four tires** will be collected from a household per collection day, and no more than 12 tires per year.

\* The City will not collect waste from land-clearing operations or vacant lots. Debris such as rocks, dirt, sand, bricks, concrete and asbestos shingles are also unacceptable and are the resident's responsibility to have hauled away.

\* Automotive bodies, engines and transmissions are unacceptable for collection and should be taken to a junkyard or auto parts dealer.

\* The City will not remove oil drums and propane tanks. Contact a local oil company, the propane company listed on the tank, or a salvage company for assistance.

\* All glass must be removed from doors or windows that are scheduled for collection.

### Excessive Amounts/Items for Collection

\* Waste Management may hire a private contractor to assist with the collection and disposal of excessive amounts of debris, yard waste or contractor produced waste. The fee, as determined by City Code, will be billed to the owner/tenant.

\* The City will collect the equivalent of one 90-gallon container of construction debris if the owner or tenant of the property performed the work. A special collection must be scheduled.

### Move-Ins, Evictions and Move-Outs

\* **Limited special collections must be scheduled following move-in or at move-out. Collection will occur on the regular collection day.** The owner is responsible for ensuring the area is clear of any waste.

\* No later than 24 hours after an **eviction or move-out**, the owner, owner's agent, or property manager shall remove the material, or may request the Waste Management Division, at their option, to remove the material. Fees for evictions and move-outs will be assessed at the bulk waste rate. The fees shall be placed on the public service bill or be billed to the owner. Materials shall be arranged, packaged, or bundled to ensure efficient collection.

### Special Disposal Opportunities

\* Residents who wish to dispose of their own household solid waste may utilize SPSA disposal sites. Normal hours of operation are Monday through Friday, 7:00 a.m. to 3:30 p.m. **Free residential disposal** is available for Norfolk residents on Saturday, 8:00 a.m. to 4:00 p.m. and Sunday, noon until 4:00 p.m. Address is: 3136 Woodland Avenue (behind the SPCA at the corner of Ballentine Boulevard & Virginia Beach Boulevard.) Please call SPSA at 623-6610 for guidelines and restrictions.

### Fines

\* Violations of the rules and regulations may result in a violation notice and potential fines being issued. Continued violations may result in fines up to \$100.

Revised March 2009



## **DIVISION OF WASTE MANAGEMENT**

## **CUSTOMER INFORMATION BROCHURE**



1176 Pineridge Road  
Norfolk, Virginia 23502  
(757) 441-5813  
Monday-Friday  
7:00 a.m. - 5:00 p.m.

[www.norfolk.gov/publicworks/waste.asp](http://www.norfolk.gov/publicworks/waste.asp)



## FOR YOUR INFORMATION

The City of Norfolk's Division of Waste Management, in the Department of Public Works, provides solid waste collection to over 67,000 residences and small businesses. Our goals are to keep Norfolk clean, to collect refuse efficiently, and to provide convenient service for our customers.

This brochure is being distributed to explain the City's policies and procedures on waste collection to all residents and businesses with City collection service. Please read it and keep it for future reference. Your cooperation and compliance are very important in our ongoing efforts to keep the City clean, while providing a quality and cost effective service.

We welcome your comments and suggestions. Please contact us at:

**City of Norfolk**  
**Division of Waste Management**  
**441-5813**

**[www.norfolk.gov/publicworks/waste.asp](http://www.norfolk.gov/publicworks/waste.asp)**  
**or e-mail us at [PWorks@Norfolk.gov](mailto:PWorks@Norfolk.gov)**



### Collection Days and Times

- \* The City's Division of Waste Management provides weekly curbside collection. If you are unsure of your collection day, call us at 441-5813.
- \* All household debris outside the container must be properly scheduled and placed at the curb for collection.
- \* Collection begins at 7:00 a.m. each day.
- \* All items for collection including bulk waste, yard waste and City issued containers should be placed in a central location at the curb or street line **no earlier than 5:00 p.m.** on the day before collection and **no later than 7:00 a.m.** on the day of collection.
- \* Empty containers must be **removed no later than 11:30 p.m. on your collection day.**

### Containers

- \* Place the container at least **6 feet** away from vehicles, trees, poles, fences, mailboxes, fire hydrants, and other obstructions. Do not place the container under low hanging trees, branches, power lines, or on top of water meter access covers. **Space containers 3 feet apart.**
- \* Place the container with the **handle and wheels facing the residence** or business to accommodate dumping by automated vehicles.
- \* All containers must be labeled with the street address, and apartment (unit) number when applicable to identify the user of the container.
- \* All containers must be **stored at least five feet behind** the building line, or otherwise screened from view on non-collection days.
- \* The solid waste refuse container is the property of the City of Norfolk. If you move, you cannot take the container with you. It is your responsibility to keep the container clean and odor free.

\* **Additional containers** may be leased for a nominal fee. The fee will appear as a separate line item on your monthly Hampton Roads Utility Billing Service (HRUBS) bill.

\* If the **container needs to be replaced or repaired**, call 441-5813; or visit the website at: [www.norfolk.gov/publicworks/addcan.asp](http://www.norfolk.gov/publicworks/addcan.asp)

### Household Waste

- \* Household waste should be **bagged or packaged** before being placed into the container to prevent litter.
- \* All solid waste must be placed **inside the container** in a manner that allows the lid to completely close.
- \* **Overflow waste will not be collected unless the Division of Waste Management has approved a special collection.**
- \* **Items that are too large and will not fit in the container must be scheduled** for special collection by calling Waste Management or by using our website: [www.norfolk.gov/publicworks/bulkywaste.asp](http://www.norfolk.gov/publicworks/bulkywaste.asp). **All requests must be received by 3:00 p.m. the day before your regular collection day.**
- \* A minimum fee of \$75 up to a maximum of \$15 per cubic yard will be charged for amounts in excess of 3 cubic yards. This fee will be placed on the public service bill or billed to the owner.

### Yard Waste Recycling

- \* Yard waste should be recycled to aid in keeping collection costs down and saving landfill space.
- \* Yard waste containers **may not be contaminated with any other types of waste.**

\* Yard waste is collected on the same day as your regular solid waste collection.

\* **Yard waste must be placed in clear plastic bags only.** Yard waste placed in opaque blue, black, green, brown or any other colored bags will receive a warning notice or fine, and will not be collected. Yard waste bags should not exceed 45 pounds in weight.

\* A plastic or metal garbage container not exceeding 30 gallons may also be used for yard waste.

\* A maximum of 20 bundles or 20 clear plastic bags will be collected on your collection day. No scheduling is necessary.

\* **Individual branches must be less than 6 inches in diameter and no longer than 4 feet in length.** Groups of branches must be tied and bundled and not exceed 18 inches in diameter. No scheduling is necessary.

\* Yard waste amount cannot exceed more than **3 cubic yards.** **Excess quantities may be collected at the bulk waste rate.**

\* If a resident **trims or cuts down a tree**, the City will remove the equivalent of one pickup truck load of material **when called in for special collection.** **Individual branches cannot exceed 6 inches in diameter and 4 feet in length.**

\* Lawn services and contractors are responsible for removing the yard waste that they generate that is in excess of 20 bags or bundles.